



## NEWS RELEASE

FOR IMMEDIATE RELEASE  
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### **Consumer Affairs Certifies Three More RV Manufacturers**

*Airstream, Damon and Four Winds*

SACRAMENTO – Carrie Lopez, Director of the California Department of Consumer Affairs (DCA), today announced that Airstream Inc., Damon Corporation and Four Winds International Corporation are certified to participate in DCA's Consumer Arbitration Program for Recreational Vehicles (RV).

"Following an extensive review of their applications, and a rigorous on-site inspection of their processes, our Arbitration Certification Program (ACP) determined these manufacturers are operating in substantial compliance with California law," said Lopez.

DeMars and Associates, Ltd. administers the programs for Airstream, Damon and Four Winds, which join four other RV manufacturers and 17 vehicle manufacturers already approved by the department's ACP.

From 1996 to 2006, more than 60,000 California consumers who purchased vehicles benefited from arbitration, a free, neutral and relatively simple way of resolving important warranty disputes.

If a consumer believes their vehicle meets the definition of a 'lemon', DCA may be able to help. A consumer who purchases a vehicle from a manufacturer certified by the department may request resolution of the dispute.

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During the process, an arbitrator determines whether the consumer is entitled to a replacement or a refund, if a warranty defect cannot be repaired after a reasonable number of attempts.

The free publication “Lemon Aid for Consumers” explains California’s Lemon Law, and may be obtained by clicking on [www.dca.ca.gov/acp/pdf\\_files/englemn.pdf](http://www.dca.ca.gov/acp/pdf_files/englemn.pdf) or by calling (800) 952-5210.

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